Southwestern Pennsylvania Traffic Incident Management Program

TIM Program Guide

Sincere Thanks

The Southwestern Pennsylvania Regional TIM Steering Committee thanks its sponsor organizations and active participants:

- Volunteer and paid professionals in emergency medical, fire/rescue/law enforcement, towing/recovery, hazardous materials, coroner, emergency management, public works, utilities, transportation construction, maintenance, and operations, and public safety communications
- Southwestern PA Commission (SPC)
- Pennsylvania Department of Transportation (PennDOT)
- Pennsylvania Turnpike Commission (PTC)
- Pennsylvania State Police (PSP)

A Word of Welcome

What are we anyway?

What is a Regional TIM Steering Committee, and why should I care? What are local TIM teams?

In Southwestern Pennsylvania, we are a group of individuals and agencies, organizations, and companies banded loosely together by the National Unified Goal for Traffic Incident Management:

- Responder Safety
- Quick Clearance of Roadways
- Prompt, Reliable Communications

Membership is ever changing. Responsibilities are shared. We acknowledge challenges and opportunities and, like any good incident management organization, we depend on the goodness of people, the soundness of clear objectives, and a journey on a never-ending road to improving lives. We want people to be safe, mobile, and engaged in communities.

To that end, we pledge our abilities, our cooperation, and our passion.
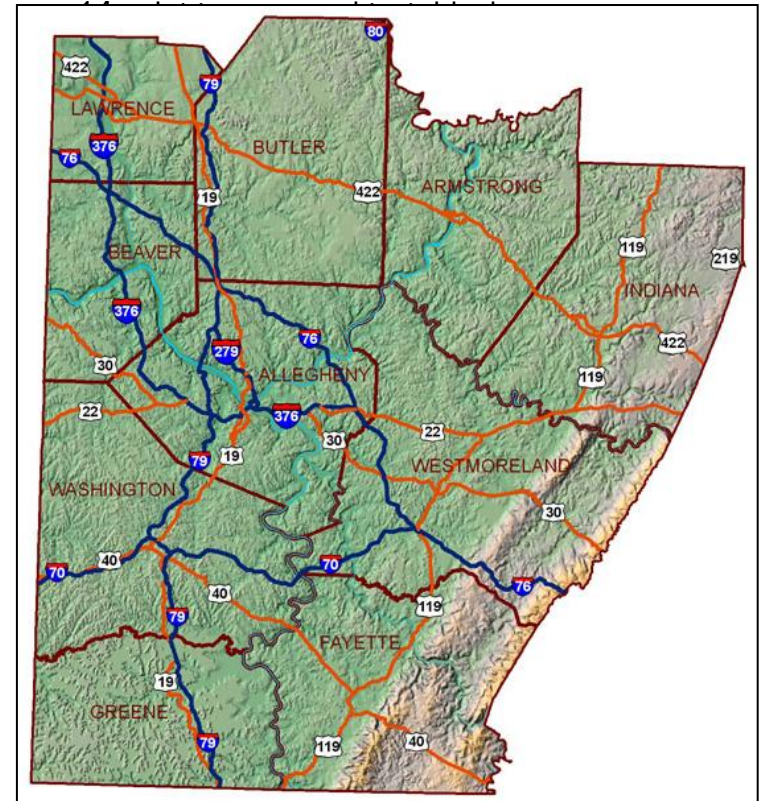
The Southwestern PA Commission comprises Allegheny, Armstrong, Beaver, Butler, Fayette, Greene, Indiana, Lawrence, Washington, and Westmoreland counties

Southwestern Pennsylvania
Regional TIM Steering Committee

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Contents

Chapter 1: Context & Purpose

- The **Long Range Transportation Plan,** developed, promoted, and supported by SPC, is the guidance planning document that includes goals, investment strategies, and potential growth scenarios for the region.

- It is represented in hard money terms in a fiscally-constrained, asset-management focused spending plan called a **Transportation Improvement Program (TIP),** which is updated continuously and approved every two years.

- The TIP helps to define projects that are part of the **State Transportation Program.**

- It also drives the **Regional Operations Plan (ROP)** and its component focus areas as shown here.

Figure 1

Southwestern Pennsylvania
Regional TIM Steering Committee

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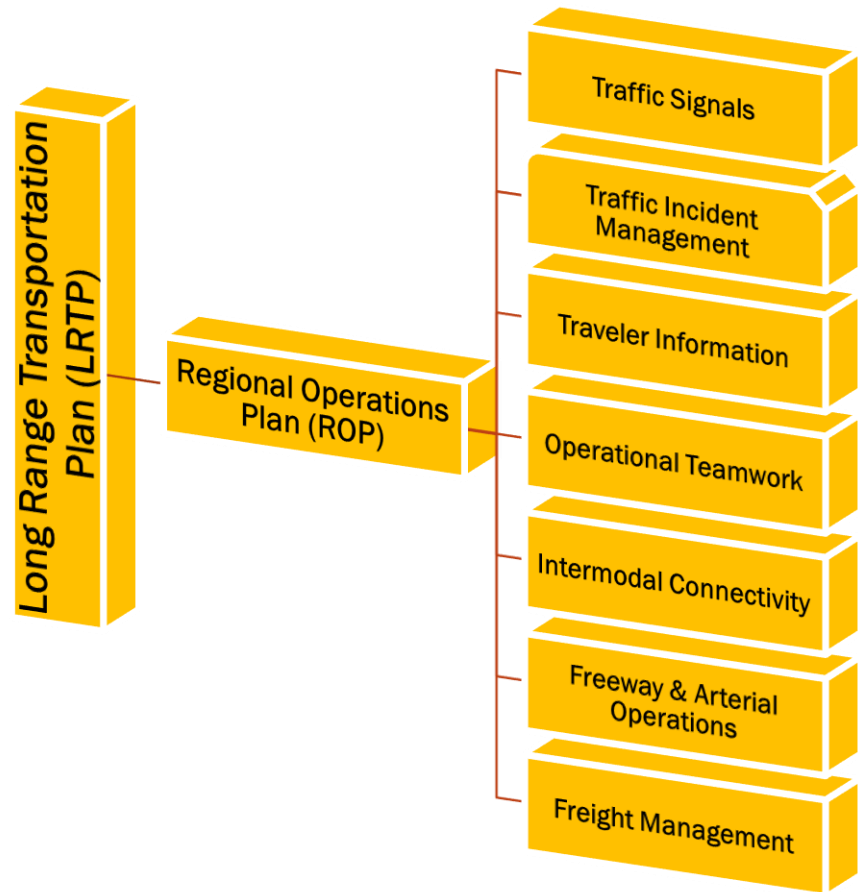
Chapter 1: Context & Purpose

- A series of projects and initiatives are developed in the ROP to address the focus areas defined within it.

- Within the Traffic Incident Management area, the existing initiatives include:
  - TIM Teams
  - TIM Outreach
  - Detour Planning
  - Quick Clearance Program

Southwestern Pennsylvania Regional TIM Steering Committee

- This **TIM Program Guide** outlines the organizational purpose and framework for development, operation, and maintenance of meaningful interaction with all segments of the TIM community – fire/rescue, law enforcement, towing/recovery, public safety communications, hazardous materials, public works, transportation, and the traveling public.

- This document **provides guidance for the Southwestern PA TIM Program**, including key components of team creation, development, operations, and maintenance to enhance relationships and increase safety and mobility for all.

- This document will help to **ensure the sustainability of the TIM Program** if changes in key participants or leadership occur.

- It is to be **reviewed/updated annually**, immediately following the completion of the FHWA TIM Self-Assessment.

Program Strengths

- Cross-jurisdictional capabilities
- TIM already part of planning process
- Passion among participants to date
- Statewide attention has been created
- Coordination among PA regions
- Multi-state focus an established goal
- Successful local team creation to date
- Non-responders are champions
- There is thirst to use best practices
- Focus on the National Unified Goal for Traffic Incident Management -- Responder Safety; Quick Clearance; and Prompt, Reliable, Interoperable Communications
- Educational/training institutions

- The **Traffic Incident Management Timeline** (right) is a guide to the activities associated with meeting the goals of TIM.

- All activities should be linked to **trimming time from each segment of the timeline** to result in the safest, quickest clearance that protects responders and motorists, as well as engages prompt and reliable communications.

- The Regional Steering Committee is an evolving and fluid group of planners and action takers who can both **promote long term consistency and embrace short time flexibility** in all programs.

- A **local TIM Team** can be an ad hoc or permanent collection of responders who define needs, design solutions, and examine results as it grows.
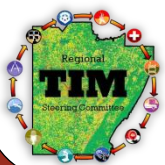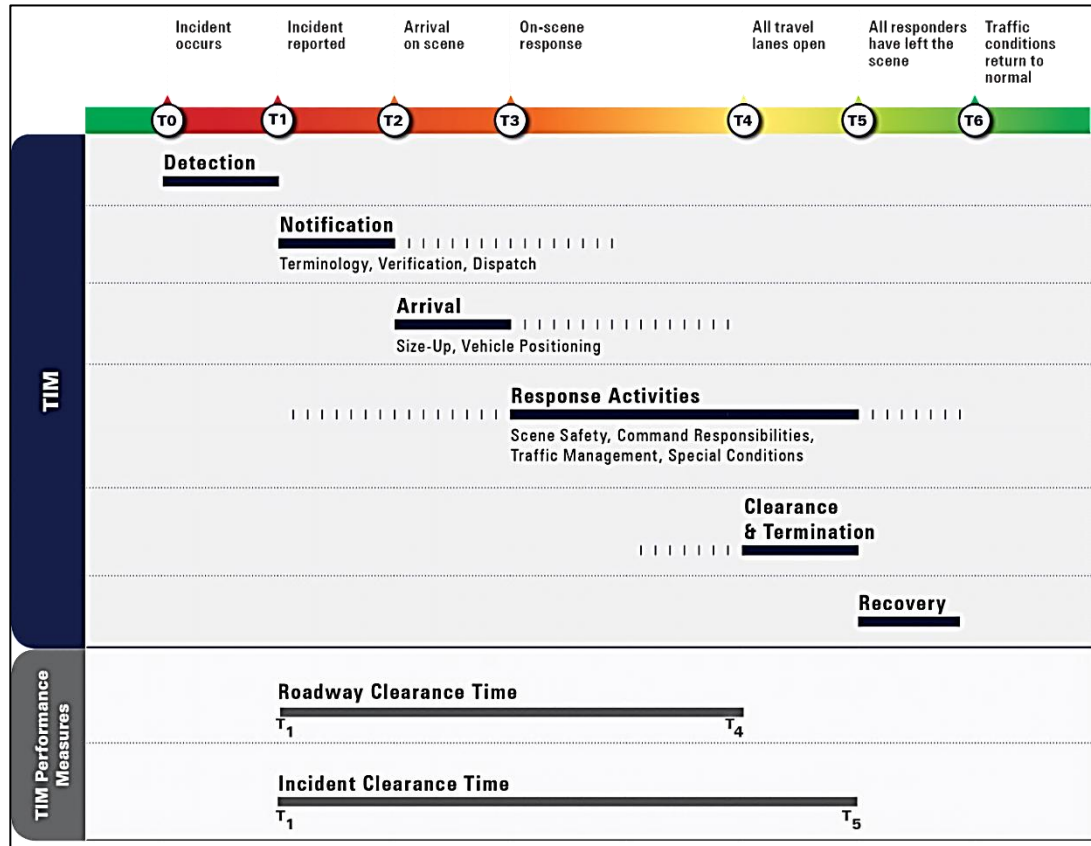
Chapter 2: Planning Regional & Local Events

The purpose of the Southwestern Pennsylvania Regional TIM Program is to promote awareness and information sharing among the region's emergency responders involved in the very important role of TIM. SPC facilitates this program, provides useful resources, and brings the right people together from all responder disciplines.

The program, initially formed in 2011, is currently comprised of a Regional Steering Committee and three local TIM Teams that were formed to address issues in specific parts of the region.

TIM Team Overview

- <u>I-79/I-76 Local TIM Team</u>: I-79, I-76, U.S. 19, S.R. 228 and other major roadways in northern Allegheny County and southern Butler County (suburban)

- <u>Airport Corridor Local TIM Team</u>: I-376, U.S. 22, U.S. 30 and other major roadways in western Allegheny County between I-79 and Beaver County (urban)

- <u>Indiana County TIM Team</u>: U.S. 22, U.S. 422, U.S. 119 and other major roadways in the county (rural)

Working together, the Steering Committee and local TIM Teams build upon identified strengths. Every goal should relate to the core IM/EM initiatives identified in the ROP, with the understanding that short-term needs will arise.

These groups must clearly articulate to each partner agency why their respective involvement is important. Likewise, partner agencies need to clearly share their expectations for the TIM Program. In addition to in-person discussions, brief surveys are utilized to gauge member interest and expectations.

Successful TIM Programs have dedicated leaders/champions, clearly defined needs and goals, and an action plan for implementation. Periodic re-evaluation of the program is also key.

Chapter 2: Planning Regional & Local Events

What issues do you have in your area?

Responder safety?
► We need training
► We want to write down procedures
► One of our members almost got hit

Quick clearance?
► How do we get vehicles moved out of the lanes?
► Why is it so important to get my truck out of the travel lane?

Prompt communications?
► We need better information before we respond
► We need a procedure to organize at the scene

How does a TIM team form?
All it takes is a problem to be addressed and people willing to be part of the solution. TIM teams solve problems.
See Appendix A *for a start-up guide to TIM teams.*

1/Interest Shown	Anyone can have desire to form team	Contact SPC for a team start-up kit	Read the kit. Use it as a guide.
2/Partners Organize	Invitations go to EVERY partner	Focus on a specific area or corridor	Recheck that you have all partners
3/Identify Objectives	What prompted team idea?	What is most important to accomplish?	Be SMART setting first objectives
4/Strategy & Tactics	Information sharing identified	Training opportunities identified	Procedural opportunities identified

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Chapter 2: Planning Regional & Local Events

Program Partners

A successful TIM Program is comprised of members from all responder disciplines, including fire/rescue, law enforcement, towing/recovery, public safety communications, coroners, hazardous materials, public works, and transportation. Also consider utility companies, construction contractors, all those who are on the roadway on an as needed basis.

A key to the future success of this TIM Program will be to engage all partners *invested* in TIM, not just those *involved* in TIM efforts. What does this mean? Any organizations or entities that generate traffic must be engaged; concert venues, fairgrounds, local universities, professional and amateur sporting events, and airports are good examples.

Expectations for Involvement

For any volunteer opportunities, it is important that expectations for participation be made clear up front. Participants in the Steering Committee and TIM Teams are expected to attend the bi-annual meetings and contribute ideas, provide input as requested between meetings via email, and share resources with their respective agencies and local public works officials.

Growth at a Glance

| Regional Steering Committee *...Formed in August 2011* | I-79/I-76 Local TIM Team *...Formed in January 2012* | Airport Corridor Local TIM Team *...Formed in November 2012* | Indiana County TIM Team *...Formed in January 2014* | *Who is next?* |

Volunteer Onboarding

The first few minutes of each Steering Committee and TIM Team meeting will be dedicated to welcoming new members and reviewing the TIM Program's purpose and key available resources. Each new member can be paired with an existing member to ensure a solid connection to the group. In addition, a one-page 'Welcome to the Team' document will be provided to each new member (Appendix A).

It is important for leadership to convey -- at each meeting -- how valuable members' contributions are to the success of the TIM Program. Each member's strengths and areas of expertise should be shared with their respective group.

Meeting & Event Notification

SPC sends save the date invitations for all meetings several months in advance. Agendas are sent at least one week prior to each meeting, and meeting minutes (with action items) are sent within one week following each meeting to keep all partners informed. SPC prepares these documents, sends them out via email, and posts them to the TIM Program SharePoint site for future reference. ANY TIM Team can handle its own mailings and communications, but sharing that information through SPC makes it available to a wider audience and improves resource sharing.

While all resources are posted on the SharePoint site for collaboration, as needed, SPC will email program participants with important updates, such as with details about the biennial conference or new training dates.

If and when email is not viable, telephone calls and/or flyers might be employed.

Annual Priorities

The TIM Program SharePoint site includes an Action Items list that details all current priorities – by topic, person responsible, priority level, and deadline.
http://spc.plexhosted.net/TIM/default.aspx

Role of Committee

- Monitor TIM at state level; determine opportunities for cooperation with neighboring states and central/eastern PA regions (for example, with DVRPC's TIM Program)

- Gauge and address TIM needs at regional level and monitor Regional Operations Plan (ROP)

- Monitor funding/grant opportunities

- Share noteworthy regional highlights with TIM Teams

- Address issues elevated from local TIM Teams, and engage state-level partners as necessary

- Regularly engage new partners

- Monitor need for new TIM Teams and determine available resources

- Maintain Sub-Committees: Training and Awards & Recognition

Mandatory Agenda Items

While the specific topics will vary, for consistency and to ensure all appropriate points are discussed, each agenda should include the following items. See Sample Agenda (Appendix B).

- Introductions, welcome new members, Committee purpose

- Local TIM Team updates

- Sub-Committee updates: Training and Awards & Recognition

- ROP update and progress of regional issues, such as detour routes and funding opportunities

- Statewide issues

- Successes, resources, relevant regional/national best practices

- Potential new members

- Upcoming schedule

Role of Teams
- Continually evaluate local needs to be addressed
- Elevate issues to Steering Committee that cannot be resolved locally
- Engage new partners

Mandatory Agenda Items

While the specific topics will vary, for consistency and to ensure all appropriate points are discussed, each agenda should include the following items. See Sample Agenda (Appendix C).

- Introductions, welcome new members, Team purpose
- Updates from other Teams and Steering Committee
- Upcoming planned special events that could impact traffic
- New local initiatives (highlight project/program)
- Information and resource sharing
- Training/tabletop exercises
- Incident debriefs (as needed)
- Successes, relevant regional/national best practices
- Potential new members
- Upcoming schedule

This annual schedule example was prepared with the intent of providing regular, meaningful opportunities for engagement among members.

- The bi-annual TIM Team meetings are held *prior to* the Steering Committee meetings so that issues raised by the Teams can be shared with the Committee for discussion and potential action.*

- Newsletters follow to act as a review of activities and preview of upcoming events.

Early April – TIM Team meetings; **Mid-Late April** – Steering Committee*

May – Annual SHRP2 Emergency TIM Responder Training; TIM Program Newsletter

July /August – Interactive Joint Training Event (for all groups)

August – Complete Annual TIM Self-Assessment and update TIM Program Guide

Early September – TIM Teams; **Mid-Late September** – Steering Committee*

September/October – Emergency Responder Week

October – TIM Program Newsletter

Note: Any new team can determine its own meeting frequency, schedule, and location

Having relevant, easily accessible resources is critical to the success of any TIM Program. All available resources can be accessed from the TIM Program's SharePoint site for collaboration: http://spc.plexhosted.net/TIM/default.aspx.

Note: All new members receive a unique username and password to access this site. (A user guide can be found on the site under TIM Documents.) SPC maintains these resources.

- Within the SharePoint site, regional resources are included and organized in these categories: TIM Documents, Important Links, Action Items, Calendar, and Key Contacts.

- The Steering Committee and each TIM Team has its own page that includes information and documents unique to each group, including meeting agendas and summaries.

- SPC's website also contains a high-level overview of the TIM Program: http://www.spcregion.org/trans_ops_tim.shtml.

On the SharePoint site, PennDOT Detour Routes, Emergency TIM Responder Training materials, MOUs, all AAR summaries, and sample TIM Manuals are posted under "TIM Documents."

⬇

Information on how to receive updates via PSP's Watch Center (road closures/restrictions) and key PennDOT contacts for Districts 10, 11, and 12.

⬇

Information on the regional biennial TIM conference, Emergency Responder Week, Incident Response Trailer, and the TIM Program newsletter.

Chapter 3: After Action Reviews

Conducting After Action Reviews is a Best Practice in any TIM Program. These reviews should never be used to place blame or criticize others. Nor should they be used to minimize any missed opportunities.

Without After Action Reviews, responders miss out on the opportunity to take an objective look at incidents that occur on our roadways.

The After Action Review process is a step in the TIM Program that is often overlooked, as well as misunderstood.

Not all incidents will require an After Action Review. While it may not be necessary to conduct a review on most minor incidents, the TIM Program may benefit from conducting an After Action Review on incidents that are relatively minor, but have unusual circumstances.

Most law enforcement agencies, fire departments, and EMS organizations conduct some type of post-incident debriefing following major or unusual incidents. These are usually in-house reviews conducted with that agency's personnel. In those settings, "finger pointing" at great results, and spirited discussion should be encouraged, in the spirit of cooperation and constructive deconstruction of an incident.

- The **purpose** of the After Action Review is to discuss the incident with a multi-disciplinary group, build upon strengths, and look for opportunities to improve on safety, efficiency, and effectiveness.

- The **goal** is to have an open discussion about the incident and what occurred. The discussion should include what worked well, what could have been handled quicker or better, and opportunities for improvement.

- There needs to be an **action plan** developed to make any changes or improvements and to share effective practices with other teams. This plan should then be shared with everyone involved.

When written procedures are established cooperatively, and shared, they are the basis for after action discussion. Procedures are the key!

Chapter 3: After Action Reviews

When should an After Action Review be conducted?

There are various types of incidents that should trigger an After Action Review. Some obvious incidents include:

- Long term incidents/extended roadway closure

- Incidents resulting in secondary crashes

- Incidents involving responder injuries

- Incidents involving communication breakdowns

- Incidents involving conflicts among responders

- Incidents involving damage to roadway or infrastructure

- **Any incident that appears to have been resolved without adherence to established written and shared procedures.**

These are just a few examples of incidents which should necessitate an After Action Review. There will be other incidents that should be reviewed that are not as serious as those listed.

An After Action Review should be conducted any time one or more of the responders request a review. Open communication among responders, partners, and stakeholders should make it easy for any of them to request an After Action Review.

If there are questions or concerns of any kind at an incident of any circumstance, it is recommended that an After Action Review be conducted to address these issues.

Chapter 3: After Action Reviews

Types of After Action Reviews

- There are a number of ways that an After Action Review can be conducted. How the After Action Review is conducted should be determined by the TIM group, and a process or procedure should be in place.

- While a formal After Action Review is the most desirable format, this may not always be possible, or necessary.

- For non-complex incidents, the review may be discussed at regularly scheduled meetings. They may also be conducted by phone or web conference to accommodate the schedule of those involved.

- For more complex incidents, the After Action Review should be scheduled as soon following the incident as possible. Every person involved, from dispatch and support personnel to responders from the field, should be invited. AARs for night events should never be scheduled for daylight hours, since the responders involved are more likely to be available when they responded.

- In some cases, the After Action Review may need to be conducted at the incident location. This will help to provide clarity and direction if site characteristics complicated incident response or mitigation.

- The information that is necessary for an After Action Review can be gathered in several ways. Using an After Action Review form or checklist can be beneficial for gathering the information.

- Another format that has been successfully used is an online survey. This allows responders to provide information concerning the incident soon after the incident occurs, and responders can provide the information anonymously. SPC has an online survey, accessible via the SharePoint site, that is available for reporting. This online survey has been used successfully to gather information for incidents.

- The information that is provided concerning an incident should then be utilized to guide the After Action Review process. See Sample AAR – Appendix E

Chapter 3: After Action Reviews

After Action Review Procedures

- Identify the problem or perceived problem

- Gather accurate information from all responders

- Lessons learned - What worked well, and opportunities for improvement

- Review with TIM Members to understand how the problem affected them

- Identify alternate procedures to remedy problem

- Review with TIM Members to understand how the alternate procedures will affect their operations

- Identify the best procedures/best practices

- Identify training needs to implement changes in procedures

- Engage outside experts for review and unbiased perspective and critique

  - Other states, areas, or regions

  - Other disciplines

- Monitor the procedural changes

- Share lessons learned, opportunities, and best practices with others

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Chapter 4: Training Opportunities

Training in TIM should be an ongoing process. As new personnel from all disciplines move into the TIM Teams, training must be available so that the program continues to grow.

There are a number of ways that training can be conducted. The training must be conducted regularly, involving all responder disciplines.

Using a multiple-discipline perspective, first responders learn how to operate more efficiently and collectively. The training should cover many topics, including recommended TIM procedures and techniques.

TIM Team Meetings

Training often can be conducted in conjunction with regular TIM Team meetings. The training may involve break-out sessions covering selected topics. The topics can be part of a training series that covers procedures and issues. These training sessions are easier to schedule, as responders are already together for the TIM Team meeting. The topics for this training may be determined as a result of After Action Reviews covering issues and opportunities that were identified.

The results of the online survey currently in use by SPC may be used to guide the needs for the training topics. This keeps the training current and relevant for the responders.

Bringing all disciplines together for the meetings and training is essential to the success of the program. All responders must know something about what the other responders do and need at an incident to ensure that incidents are as safe as they can be, and that they are handled efficiently.

A Training Sub-Committee could be formed to oversee the region's training efforts.

Chapter 4: Training Opportunities

Conference and Symposum settings

More formal and detailed training can be provided at a conference or symposium. These events can be used to bring in speakers who have knowledge and expertise in areas that would be beneficial to the TIM Team.

- A conference or symposium allows the TIM Team to develop an agenda covering topics of interest and need. Training and presentation topics can be developed using the information from TIM Team meetings and After Action Reviews.

- These are excellent opportunities to conduct mock incident scenarios, as well as to conduct the SHRP2 National Traffic Incident Management Responder Training course.

The flexible delivery approaches of the SHRP2 National Traffic Incident Management Responder Training course allow trainers and TIM Teams to customize the training for one or multiple disciplines, or for a large or a small group. Trainers and speakers are available to assist with the training needs when planning for a conference or symposium.

Drills and Exercises

Mock incidents allow responders to utilize and spotlight their capabilities and equipment. An understanding of the capabilities of the other responder disciplines will improve incident scene safety for responders and motorists.

These can be designed to focus on single skills or skills sets in the drill format. A drill, like a fire drill, is a clearly defined task to demonstrate capabilities and add capabilities.

Tabletop discussion exercises are an excellent opportunity for TIM Teams to create and evaluate current practices and create new and better procedures. The focus of all drills and exercises should be to identify new and continuing training opportunities.

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Regional TIM Steering Committee

Chapter 4: Training Opportunities

Regional Approach

Approaching TIM training from a regional perspective maximizes the benefits of training. A regional training program increases the number of responders who receive TIM training. This is essential for incidents that are large in scale and require assistance from multiple agencies and jurisdictions.

Regional training can be conducted in conjunction with other events and conferences. Statewide Traffic Safety Conferences, regional Intelligent Transportation Conferences, law enforcement, and fire regional training sessions and other events can be used to promote and facilitate TIM Training.

These regional training sessions allow responders from outside the area to learn from each other on how to respond to incidents.

The success of the TIM Team will be determined by the training that responders receive and how well they use that training to improve the safety at incident scenes. How the training is presented should be determined by the needs of the TIM Team.

When possible, the training should be presented to multi-discipline groups. The training needs to be available regularly, as the membership in the TIM Team will change.

The SHRP2 National Traffic Incident Management Responder Training Program is an excellent foundation and resource for TIM training.

Effective outreach within a TIM Program connects current members by keeping them informed with important updates, as well as being an effective method to gain new members and reach new partner organizations. In addition, public outreach is the primary means to educate motorists about the importance of moving over for emergency responders, how to avoid secondary incidents, what to do in the event of an accident, and how to avoid incident scenes by obtaining detour information.

Newsletter

- Two issues produced annually and distributed in May and October

- Includes Steering Committee and TIM Team program highlights and future direction

- Features regional success stories

- Features relevant regional and national best practices

- Includes upcoming event and training details

- Document is produced in portable document format (pdf) and shared for distribution to responders and the public, and posted to the SharePoint site.

Consistent, regular communication, both internally and externally, is key. The TIM Program produces a regional newsletter, organizes several annual events, and regularly engages local media.

Social Media

The TIM Program could benefit from utilizing several social media outlets, such as Twitter and Facebook. Social media provides another means to reach and inform motorists. It also provides another means for program participants to stay informed by "following" partners and learning about important regional trends and events that affect TIM.

YouTube could be utilized to disseminate trainings/exercises and share conference highlights.

Social media usage should be a consideration, and has been used effectively where the involved responder and stakeholder community accepts its use as a prompt and reliable communication tool.

Emergency Responder Week

Nationally, more emphasis is being placed on TIM than ever before, and FHWA is working to develop a national Emergency Responder Week. Also, efforts are underway to dedicate a national holiday to emergency responders, as well as set aside September 27 as Emergency Responder Appreciation Day.

To support this national movement in Southwestern PA, the TIM Program participants may organize various events and media outreach opportunities during the week. Dedicating resources to a special day or week that is focused on a specific initiative proves very effective.

An event or initiative could be planned for each day of the week, and planning efforts should begin far in advance. Since so much of these efforts are volunteer-led, TIM partners throughout Pennsylvania and neighboring states could work in concert to cross-promote, as well as divide duties among interested organizations. This week will be used to "drive home" the program's key outreach messages.

Sample Initiatives throughout the week and year

- Distribute press release to regional media *
- Organize feature story to run in regional newspapers
- Schedule Op Ed piece by local responder *
- Hold special TIM Training session or ride along; invite member of media to participate
- Organize airing of PSAs on local TV stations
- Organize brief responder interviews with driving tips during several TV traffic reports
- Produce annual "what responders wish motorists knew" piece and distribute
- Organize event with high school drivers education class
- Organize DMS campaign with key messages
- Organize social media "blitz" with partner agencies and news media
- Hold day-long biennial TIM Conference during this week
- Recognize Responder of the Year during conference or other special event during years conference not held

* Coordinate with PennDOT District PIOs and SPC Communications staff

Biennial Conference

On a biennial basis, a regional TIM conference will be considered, potentially as part of Emergency Responder Week. This event will provide an important networking opportunity and chance for program managers and "boots on the ground" personnel to come together to train, share best practices, and learn about important industry tools and technology. This conference provides the opportunity to strengthen relationships among program participants, as well as establish important relationships with border states and partners in other regions of Pennsylvania.

A statewide Pennsylvania TIM Conference is being considered for 2016 with the establishment of a statewide TIM program.

The Steering Committee monitors conferences held in neighboring states and encourage representatives from Southwestern PA to attend, as appropriate. These dates are posted on the SharePoint calendar.

Key Considerations

- Depending on the goals of each conference, it might be a joint event held with other states/PA regions or it might focus exclusively on (and be held in) Southwestern PA.

- The event should be held at a location conducive for all participants.

- Nationally-recognized experts should be targeted to draw attention and increase attendance.

- Regional needs and national trends should be considered when selecting the event's theme and topics.

- A Planning Committee for each conference guides the event's planning.

- Planning should begin in March, with save the date information being distributed in June.

Recognition Program/Responder of the Year Award

The most successful TIM programs recognize the dedication, innovative on scene techniques, and unique collaborative efforts of its key performers. Several honorees could be recognized during Emergency Responder Week at the biennial conference or a special event organized during the "off" years when the conference is not held.

An Awards & Recognition Sub-Committee can establish areas of recognition, including Responder of the Year, Exemplary Team Response, and Innovation Awards. The Sub-Committee determines the award criteria, solicits nominations from peers, reviews the nominations, and makes appropriate selections. Planning should begin at the April Steering Committee meeting.

Media Outreach

Throughout the year, there are numerous opportunities to share program successes with the media to better inform and engage motorists. Emergency Responder Week, the program awards, and the summer interactive joint training will be promoted.

In addition, successful statewide efforts and regional efforts to support national campaigns should be disseminated to the media. For example, while not specifically related to TIM, the following national campaigns provide opportunities to promote the important connection these initiatives have to TIM.

- **National Distracted Driving Awareness Month** (April) – Ties to accident prevention, responder safety, and reducing secondary incidents
- **National Work Zone Awareness Week** (held one week in April) – Opportunities exist to define TIM as a work zone safety initiative
- **International Fire/EMS Safety and Health Week** (held one week in June) – Focus on responder safety and health

Appendices

These appendices, taken as a single document, comprise a "Start-Up Guide" for your TIM team.

- Appendix A – 'Welcome to the Team' reference document

- Appendix B – Sample Steering Committee Meeting Agenda

- Appendix C – Sample TIM Team Meeting Agenda

- Appendix D – TIM Program Meeting Checklist

- Appendix E – Sample AAR (completed)

- Appendix F – Certificate of Recognition

Appendix A: Welcome to the Team

WHY AM I DOING THIS AGAIN?

If it's burning or bleeding or leaking, we know what to do. If it's upside down or shooting at us, we know what to do. We can flag traffic and set detours. We can dispatch responders and share information with drivers. But getting a bunch of people who know how to do all that stuff; get them together for more meetings? Where do I start?

Let's get back to basics. Remember your basic Incident Command System training.

SITUATION SIZE UP

Do a situation size up. What do you see when you picture a response. Who is where? Who knows what to do before they get there and who has to be told? Was there any standing around? Was there a longer response than needed? Write it down. Pretend you are calling your concerns about common response or training or procedures to a 9-1-1 center. Give a good, honest report. You are thinking about asking those folks to work together. Make sure you know what you are asking.

I NEED OBJECTIVES?

Now that you know the situation, imagine you ARE the Incident Commander. You are lucky if you are going into this as part of a Unified Command kind of effort. Get together with leaders from any and all response and support units. You know what that means. It means you have to come up collectively with initial objectives. Let us suggest some for you.

- Within 30 days, invite all appropriate emergency responders and the people who support them to a meeting to discuss issues and talk about forming a Traffic Incident Management team.

- Within 30 days, gather from all responders in Area XYZ any of their rules and procedures, which will be shared with all who respond.
- At the first meeting of Team XYZ, establish an agenda that will meet all the current needs that participants see.
- At the first meeting of Team XYZ, establish a procedure for sharing training opportunities that all participants are aware of.

Your objectives will be YOUR objectives. Remember to meet the needs you have in your area, but also remember that others have gone down the same road before, and you can learn from their experience.

STRATEGY AND TACTICS

There is a sample agenda for a meeting in this package of materials. It covers lots of things. By agreement of the team members, feel free to be flexible. Just like in a response. Change it up as needed; deal with the issues, and maintain personal accountability and situational awareness even at meetings.

The strategies are options. The tactics are the selected strategies that meet your objectives, but are mindful of the people, time, facility, and equipment resources you have available.

Appendix A: Welcome to the Team

WHAT DO I DO AT A MEETING?

Here's a list of things you might want to consider for the near term and long term meeting topics or tactics to undertake.

PREPARE
- Establish a game or activity to establish trust
- Update or create plans and procedures
- Share information about upcoming work zones
- Talk about sharing of resources
- Coordinate or create training across disciplines

RESPOND
- Focus on scene safety issues
- Bring specific response needs to the group
- Use back in station "hot wash" or "truck talk" to focus on future needs
- Pay special attention to work zone incident responses

RECOVER
- Establish procedures for joint AARs
- Define improvement plans
- Learn from every interaction

- **Who is invited?**
- Here is a list of potential partners:
  - Fire
  - Rescue
  - Emergency Medical Services (EMS)
  - Law Enforcement
  - Public Safety Communications
  - Utility Companies
  - Contractors
  - Towing and Recovery Companies
  - PennDOT
  - Municipal public works
  - Municipal managers
  - Planning agencies
  - Coroner
  - DEP or other responsible state agencies
  - Municipal and county Emergency Management
  - Venues that generate large traffic volumes
  - Public and private schools, colleges
  - AAA
  - Trucking companies or associations

Appendix B: Steering Committee Agenda (Sample)

STEERING COMMITTEE

Date, Location, Time

AGENDA

1. Introductions, welcome new members, Committee purpose
2. Updates: Local TIM Teams
3. Sub-Committee updates
   1. Training and Awards & Recognition
4. ROP update and progress of regional issues
   1. Detour routes and funding opportunities
5. Statewide issues
6. Successes, resources, relevant regional/national best practices
7. Potential new members: Who else should we invite?
8. Upcoming schedule

Each agenda should be tailored to the upcoming meeting's specific topics and prepared on the standard template (Word), which SPC maintains. Agendas are distributed one week prior to each Steering Committee meeting and saved to the SharePoint site.

NAME OF LOCAL TIM TEAM
Date, Location, Time

AGENDA

1. Introductions, welcome new members, Team purpose
2. Updates:
    1. Other Teams
    2. Steering Committee
3. Upcoming planned special events
4. New local initiatives
5. Information and resource sharing
6. Training/tabletop exercises
7. Incident debriefs (as needed)
8. Successes, relevant regional/national best practices
9. Potential new members: Who else should we invite?
10. Upcoming schedule

Each agenda should be tailored to the upcoming meeting's specific topics and prepared on the standard template (Word), which SPC maintains. Agendas are distributed one week prior to each TIM Team meeting and saved to the SharePoint site.

Appendix D: Meeting Checklist

- **Pre-meeting**
- ☐ **Purpose for meeting (check all that apply)**
  - ☐ Planning & Procedures
  - ☐ Tactical Reviews
  - ☐ Conduct Training
  - ☐ Orientation/Formation
- ☐ **Invitee checklist (check all that apply)**
  - ❑ Fire
  - ❑ Rescue
  - ❑ Emergency Medical Services (EMS)
  - ❑ Law Enforcement
  - ❑ Public Safety Communications
  - ❑ Utility Companies
  - ❑ Contractors
  - ❑ Towing and Recovery Companies
  - ❑ PennDOT
  - ❑ Municipal public works
  - ❑ Municipal managers
  - ❑ Planning agencies
  - ❑ Coroner
  - ❑ DEP or other responsible state agencies
  - ❑ Municipal and county Emergency Management
  - ❑ Venues that generate large traffic volumes
  - ❑ Public and private schools, colleges
  - ❑ AAA
  - ❑ Trucking companies or associations

- ☐ **Communicating with all (check all that apply)**
  - ☐ Save the Date notice (phone and email)
  - ☐ Determine host functions
  - ☐ Confirm power. seating, tables, audio/visual
  - ☐ Ask for agenda items from invitees
  - ☐ Finalize agenda and send it
  - ☐ Make copies of meeting materials
  - ☐ Test any presentations
- **At meeting**
  - ☐ Use an attendance sheet
  - ☐ Consider name cards
  - ☐ Always do introductions
  - ☐ Always restate meeting purpose, agenda
  - ☐ Stick to your schedule
  - ☐ Plan for next meeting
  - ☐ Consider rotating locations
  - ☐ Confirm good meeting times, days
  - ☐ Promise minutes or meeting summary that attendees can have and share with others
- **After meeting**
  - ☐ Follow up on your commitments

Airport Corridor Local TIM Team

After Action Review Summary
Moon Township Public Safety Building
Wednesday, January 22, 2014

ATTENDEES

Bill Benson, Gannett Fleming
Frank Cippel, PennDOT 11-0 Operations
Jeanne Creese, Moon Twp Manager & Public Safety
Ben DeVore, PennDOT 11-0 RTMC
Larry Ervin, PennDOT District 11-1 Maintenance
Byron Harriger, Allegheny County Airport Authority
Keith Jones, Pennsylvania State Police
Bob Kidd, Weavertown Environmental Group (towing & recovery)
Bill Schlott, PennDOT District 11-1 Maintenance
John Scott, Moon Township Fire & Public Works
Greg Seamon, Moon Township Police
Doug Smith, SPC

I-376
Marketplace Blvd - MM 58.2

Objective

To review the details of a major incident that occurred recently in the Local TIM Team area in order to discuss issues related to incident response and to identify best practices and lessons learned that could provide opportunities for future improvement.

Crash Details: Fatal Tractor Trailer Rollover Crash on I-376 WB at 9:42AM on Monday, January 6, 2014
(additional background information attached)

- The incident was first detected by the PennDOT RTMC with their cameras. They contacted PSP and immediately started putting the RTMC resources (message boards, etc.) into action.
- PSP identified the resources needed on-scene and got the information out to other first responders.
- The detour took a while to get set up because there was not a pre-planned detour that could be effectively utilized. PSP did a good job of quickly getting to the back of the queue and managing it by getting people off at the Ridge Road / Settlers Cabin interchange. PSP was lucky in a way because they had officers on duty that were available to do this on that particular day.
- PennDOT had to pull maintenance personnel from snow duty in order to assist with response. It took about 45 minutes for PennDOT maintenance to pull the snow plow and spreader equipment off their trucks and get them on scene to do traffic control, which is considered to be a good turnaround time given the circumstances.
- PSP's Station Commander was to be out of the area that day but canceled what he was doing in order to help manage the incident.
- There was a tractor trailer driver trapped in the queue who didn't want to get off the highway because he wasn't familiar with the local roads. PSP maintained constant contact with this individual throughout the incident and got the truck through as soon as one lane could be opened up.
- All on-scene communications was verbal, face-to-face communications. Radios were really not used to communicate between personnel from different agencies on-scene. Radio patching capabilities are not

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I-376 AAR

available in the area. *Having an 800 MHz radio in the Moon dispatch center would be helpful for patching.* PennDOT maintenance personnel communicated updates to the RTMC via cell phone.

- PSP's accident reconstructionist had to come from Uniontown, which took some time, and clean-up couldn't really begin until PSP's work was complete. (If the deceased had been clearly at fault, the reconstruction process could have been shortened, perhaps by as much as an hour and a half, but any time there is a possibility of prosecution, the reconstruction must be very thorough.) (Pittsburgh, Waynesburg, Uniontown, Washington & Belle Vernon PSP stations are all covered by 2 accident reconstructionists.)
- WTAE got video of the crash from a landscaping company that was adjacent to the site. This video was up on their website and on social media very quickly. (WTAE got the video by shooting their own video of the landscaping company's computer screen, so the quality was not great. PSP's computer experts went to the landscaping company the next day and were able to get a digital copy of the video.)
- PennDOT and PSP decided to close on-ramps to I-376 in order to keep additional traffic from entering the queue. Robinson Township police, North Fayette Township police, Moon Township police, PSP, and PennDOT personnel were all initially involved, but by 1PM it was all handled by PSP and PennDOT. Having local police available was very helpful. A PennDOT shift change at Noon complicated things a bit.
- PennDOT message boards throughout the western part of the state were utilized to disseminate information. Message boards directed airport traffic on I-79 to use Route 51 through Coraopolis to University Boulevard.
- *Additional dynamic message signs on I-376 WB would be helpful.*
- Traffic did not back up nearly as far as might be expected. This was probably because of a combination of things including: time of day of the crash (after the AM peak), time of year of the crash (would have been much worse a few weeks earlier during the holiday retail rush), traveler information disseminated quickly and widely, and queue management.
- There was not a huge impact on the airport because of this incident. Byron keeps a radio in his office and heard about the incident that way. He called up the Knowledge Center and let the airlines know what was going on. The Airport Authority was also able to let their employees know about the incident, and the news media got the word out quickly so they could adjust their travel plans. Airport maintenance and first responders were put on notice in case Moon fire needed support. *Jeanne noted that the Knowledge Center could be used more often and more effectively – people should get in the habit of relying on it for information.*
- *Moon Township has been considering the purchase of an incident response trailer with additional traffic control equipment.* Region 13 has these assets at the County level, but it's tough to access them due to how far away they are. The Airport Authority brought heaters to the scene of this incident, which was a huge help. This could be an item that would be worth having in an incident response trailer.
- The nearest available heavy wrecker service (Weavertown) was called out. They had to call back for another wrecker and a clean-up team because of spilled diesel fuel, but this did not impact the critical time path for the response because of the need to wait for the reconstructionist and the coroner.
- Cold temperatures made the diesel and oil spilled very slick. Weavertown started clearing the left lane as soon as they were given the go ahead to proceed in order to get one lane open and to get some traffic flowing. PennDOT had to treat the road before it could be opened because of the freezing temperatures. Clean-up did not take long once it got started. One lane was reopened around 3:37PM.
- Stabilizing the cab of the truck in order to extricate the body of the deceased motorist was difficult. PennDOT Maintenance brought a loader in to help with the clean-up and recovery. This is not usually done, but it helped significantly with this response.
- The roadway was completely reopened around 5:47PM. PennDOT and PSP coordinated efforts to come back a few days later to get the steel coils that were dumped and to fix the guiderail. This was very effective.
- There was one secondary ("rubber necking") crash on the opposite side of the road (EB) during the incident. This secondary crash resulted in EB I-376 be closed for about 10 minutes.

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Appendix E: Completed AAR Sample

I-376 AAR

- PennDOT reviewed the detours in this area the day after the incident. The potential detour of Montour Run Road to Beaver Grade Road is really not feasible/desirable. Detouring traffic west on Route 22 to Route 30 in Imperial to Moon-Clinton Road, which was used for this incident, worked but police had to be notified not to enforce bridge weight restrictions along the route during the incident. Another option would be to detour people to I-576 (the Findlay Connector), but people would have to pay a toll or something would have to be worked out with the Turnpike Commission to waive tolls. *More work needs to be done on detours in this part of Allegheny County. (Additional coordination with the Turnpike Commission would also be helpful so PSP doesn't get toll violations when they are responding to incidents on Turnpike managed roads in PSP vehicles that do not have EZ Pass.)*
- *Additional public awareness campaigns are needed to inform people about the Move Over law.*
- Consensus was that the incident was managed effectively because everyone stuck to their roles and responsibilities.

January 6, 2014
Parkway West Fatal Crash approximately 9:42AM

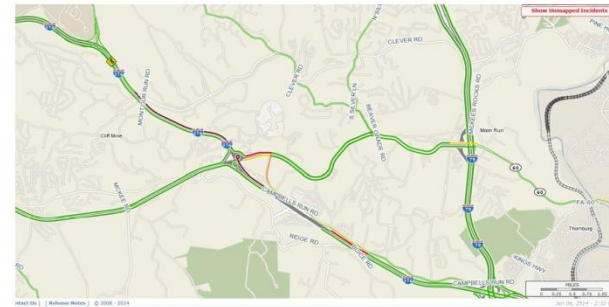Motorist Perspective – Photo posted on Facebook shortly after the crash

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PennDOT Perspective – Snapshot from PennDOT camera @ 13:35PM

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January 6, 2014
Parkway West Fatal Crash approximately 9:42AM

Traffic flow data from INRIX 14:32PM

http://www.wtae.com/news/local/crash-closes-parkway-west-westbound-lanes/-/9681086/23791664/-/8a0c75z/-/index.html?utm_source=hootsuite&utm_medium=facebook&utm_campaign=wtae-tv%2Bpittsburgh

http://triblive.com/news/adminpage/5368433-74/tractor-trailer-mungo#axzz2pe4TJPOq

This sample report begins with discussion points and identification of opportunities, includes photographs, traffic data, and can include any sources of information such as weather, message sign activities, call logs, and background material such as that found on the following page: A summary of an online survey that was the basis for the AAR conducted face to face.

Appendix F: Certificate of Recognition

- ANY person or agency can recognize another person or agency for any action or attitude that advances responder safety, quick clearance, or prompt and reliable communications. It should be specific about the reason for the recognition, and the date of its award and name of the awarding person or agency.
- A certificate should be typed and printed and given to the recipient. All those recognized should be considered for any annual awards.
- The actual recognition certificate will be available on the SharePoint site.